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SmartPay Newsletter

April 2004

Best Practices

This enhanced section of the newsletter is intended for agencies to share practices and procedures that have worked best in their purchase, travel, and fleet programs.

Please submit best practices to Janette.M.Labbee@noaa.gov.

CAM Updates

Commerce Acquisition Manual Purchase Card Procedures CAM 1313.301 was updated February 1, 2004.

<http://oamweb.osec.doc.gov/app/cam.htm>

Click on 1313.301 for the updated CAM. In the box to the right of 1313.301, click on 04-01 to view the cover memorandum. Updates include a) Agency Program Coordinator responsibility section added.; b) Guidance for making environmentally friendly purchases; c) Revised Section 4, Program Review including sample forms; d) Records retention changed from 3.3 to 6.3 years.



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Identity Theft

Officials are cautioning government purchase card and travel cardholders not to give out account information in response to fraudulent e-mails that are making the rounds.

Some government travel card users have received e-mails indicating they are from Visa stating cardholders have to "reactivate" their accounts due to a "technical security update."

The e-mail directs the user to click a link that appears to be the Visa web site, but is actually a fake mirror image. Entering personal information into that site could result in identity theft.

No one from Visa banks will ever call or e-mail a cardholder and ask for an account number or other personal information. Visa cards have protections in place to shield cardholders

from liability if fraudulent charges are made on the card.

Citibank clients and non-clients can receive unsolicited e-mails requesting that they visit a Citibank web site to confirm any combination of their account numbers, personal details PINs, etc. The e-mails are being sent by scammers. Citigroup Security is aggressively pursuing all reported incidents and closing identified sites. It is imperative that we are informed and aware of these types of scams in order to protect our government credit card programs. Important points to remember and share with your cardholders are:

- These e-mails are not legitimate.
- The customer should not reply or follow the instructions in any way.
- The web sites or pages associated with these e-

mails are not Citibank sites (they are spoofed pages). Citibank will never request that customers verify personal information through the e-mail.

- Customers may visit www.citibank.com for details about e-mail fraud and to report an incident on the "About e-mail Fraud" link or contact Citibank Government Card Services

1-800-790-7206

- Citibank is working with the internet providers to close down identified spoofed web pages.

This is your newsletter. Feel free to send your comments and ideas to :

Pat.D.Stone@noaa.gov

SmartPay Conference

The Commerce BankCard Center is hosting a purchase, travel, and fleet conference in Kansas City, Missouri April 13-15, 2004. Agency Program Coordinators, Finance Contacts, and Administrative Officers will come together to discuss program enhancements and

new procedures. The agenda includes keynote speakers from DOC HQs. GSA's SmartPay Contracting Officer will provide an update on creditworthiness and new contract issues. Citibank and Visa representatives will speak on new products as well as identity theft, fraud and abuse.

Highlights of the conference will be included in the next newsletter.



Going to Kansas City !!!

We're on the Web! www.casc.noaa.gov/bankcard/bankcard.html